

CITY OF BURBANK

TECHNICAL SUPPORT ANALYST II

DEFINITION

Under general supervision, provides a full range of customer support by evaluating, solving, and/or routing problem calls related to information technology hardware, software, networking, and applications; and performs more complex hardware and software installations as a routine responsibility; and performs related work as required.

ESSENTIAL FUNCTIONS

Acts as a technical resource to users and technical support staff; performs a wide variety of technical support including field and remote site assignments; uses a full range of analytical skills to diagnose and troubleshoot components such as hardware, software, networking, and applications; diagnoses and resolves problem calls related to hardware and software with the aid of help desk tools; informs and coaches users in equipment/software operation; configures and tests hardware and/or software; performs security administration; adds, purges, and/or migrates users; prepares documentation materials detailing the resolution of diagnosed technical problems analyzes and makes recommendations regarding user support needs or customer satisfaction; installs, configures and tests hardware and/or software; drives on City business.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of - desktop computers, diagnostic skills, and general knowledge of information technology hardware and software with the ability to understand and interpret complex written technical material.
- Ability to - define and apply routine corrective actions related to information technology hardware, software, networking and applications; use analytical skills to diagnose and troubleshoot varied and complex components including hardware, software, networking, and applications; perform assigned tasks quickly and accurately; follow oral and written directions; use telephone; write or use a keyboard to communicate through written means; establish and maintain effective working relationships with supervisors, fellow employees, and the public.

Education/Training: Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance as determined by the City. Example combination includes, but is not limited to graduation from an accredited college or university with an Associate of Arts degree in Computer Science and one year of experience as a Technical Support Analyst I or one year of professional experience installing, configuring, repairing, and testing client computing devices/software as a customer service representative.

Special Conditions & Requirements: The physical ability to lift computer equipment up to 40 pounds; performs sedentary to medium work involving moving from one area to another; have sufficient hand/eye coordination to perform repetitive movements such as typing; have extensive exposure to video display terminals/computers; bend, kneel, squat, and twist to adjust equipment; perform simple and power grasping, pushing, pulling, and fine manipulation; see and hear with sufficient acuity to successfully perform all aspects of the job; differentiate various colors of wires and diagrams.

License & Certificates: A valid California Class "C" driver's license or equivalent at time of appointment; an industry recognized technical support certification (to be determined at the time of recruitment) may be required at the time of appointment.

SUPPLEMENTAL INFORMATION

None.